Step-by-Step Registration Instructions

This job aid describes how to

- register to receive the primary user Id and password to access the Provider Online Service Center (POSC);
- set up security for staff and related entities in the POSC; and
- set up security in the Virtual Gateway.

Set up security for the Provider Online Service Center (POSC)

Perform the following steps.

1. Go to the POSC at
www.mass.gov/masshealth/providerservicecenter.

2. Click **Set-up Security Access** on the
navigation bar at the left of the screen.

The **PIN Entry** panel appears.
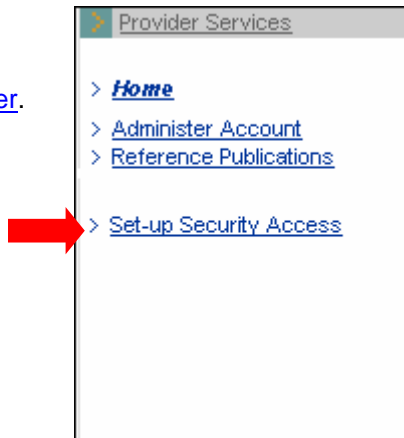
Enter PIN and MassHealth Provider Number

Find your **Personal Identification (PIN)** in the
heading of your **Provider PIN Registration Letter**.

See sample PIN registration letter with arrow
pointing to location of PIN.

Perform the following steps from the **PIN Entry**
panel.

1. Enter the eight-digit PIN from MassHealth
   Provider PIN Registration Letter.

2. Enter your current seven-digit MassHealth
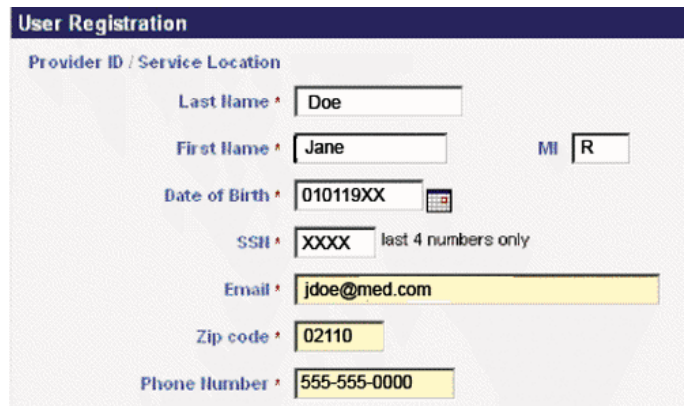   Provider ID.

3. Click **Submit**.

The **User Registration** panel appears.
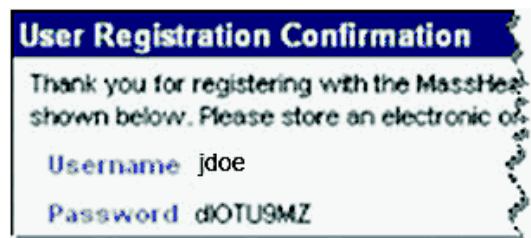
Enter Provider Information

Perform the following steps from the **User Registration** panel.

1. Enter your provider information in all fields.

2. Click Submit.

3. Wait for the User Registration Confirmation panel to display.
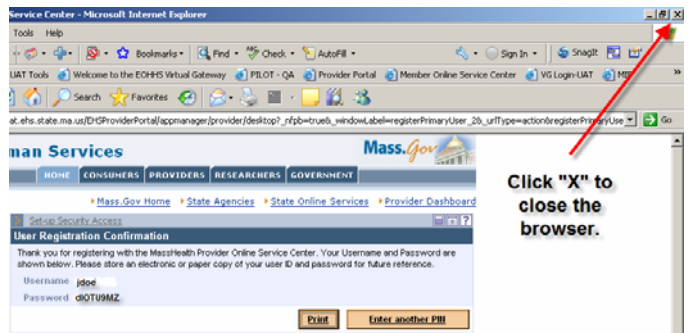

4. Close the browser window.

Once POSC registration has been confirmed, a **New User E-mail** will be sent with **Virtual Gateway log on information**.

You will need this e-mail to continue.

Log on to Virtual Gateway

Click the link in the **New User E-mail** to access the **EOHHS Virtual Gateway login** page.

Perform the following steps from the **Welcome Virtual Gateway User** page.

1. Enter your **Username** and **Temporary Password** you received in the Virtual Gateway **New User e-mail**.

2. Click Submit.

The **Change Password** page appears.

Change Your Password

Perform the following steps from the **Change Password** page.

1. Read the password requirements.

2. Enter your new password twice (Password and Confirm Password).

3. Click **Change Password**.
   - If you are **an existing user**, the **Manage My Profile** page appears.

   - If you are a **new user**, the **Terms of Conditions** page appears.

       a. Read the Terms and Conditions.

       b. Click **Agree**.

The **Manage My Profile** page appears.

Change Password

Welcome to the Virtual Gateway! Your current password has expired and you must create a new one.

Enter your new password twice and then click the **Change Password** button. Please make sure to choose a password that confor

If you need assistance, contact the Virtual Gateway Customer Service at 617-210-5759.

Password [   ] *

Confirm Password [   ] *

In order to successfully change your password, it must adhere to the following minimum password requirements:

Passwords **must** contain:

- Between 8 and 16 characters
- One uppercase character (A, B, C)
- One lowercase character (a, b, c)
- One number (1, 2, 3)

However, passwords **cannot** contain:

- The words "test", "password" or "pass"
- Your first name, your last name, or your full name
- Your account ID
- Your email address

[Change Password] [Cancel]

Enter Profile Information

On the **Manage My Profile** page, click the **Account Attributes** tab to enter (or change) provider account information. Required fields are marked with a red asterisk (*). Click the Save button when finished.

| Home | Change Password | Account Attributes | Authentication Questions |

Manage My Profile

Welcome, jdoe   Select a tab above to manage your password, account attributes including email address, mailing address and phone number information or authentication questions.

Answer Authentication Questions

Click the **Authentication Questions** tab from the Manage My Profile page. Perform the following steps on the **Authentication Questions** page.

1. Enter the answer to five of the seven security questions. (Your answers are not case sensitive). You will need to answer some of the authentication questions as verification when you change your password or if you forget your password. Questions are chosen at random. Select responses that are easy to remember.

2. Click **Save**. The Virtual Gateway Home page appears.

3. Click Log Out to log out of the Virtual Gateway.

Authentication Questions

Please answer at least five of the following questions.

Question	Answer
What was your first pet's name?	Sheba
What is the name of your elementary school?	McKinley
What was your high school mascot?	
What was the color of your first car?	Green
What was the make of your first car?	Ford
What was the name of your first grade teacher?	
What is your father's middle name?	Anthony

Save   Cancel

Return to the Provider Online Service Center (POSC)

Go to the **POSC** at www.mass.gov/masshealth/providerservicecenter. You may also access the POSC by clicking the **Medicaid Portal** link on the Virtual Gateway Home Page.
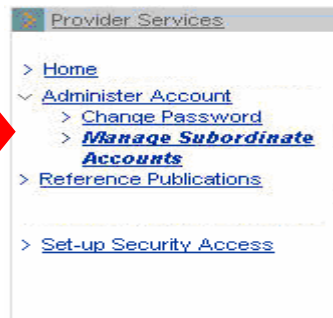
Perform the following steps from the **POSC Homepage**.

1. Click Log In.

2. Enter the **Username** and the new **Password** you established in the **Virtual Gateway**.

Create a Subordinate Account

Perform the following steps from the **POSC Home** page.

1. Click **Administer Account** in the navigation bar at the left of the screen.

2. Click **Manage Subordinate Accounts**. The **Subordinate Search** panel appears.

Provider Services

> Home
∨ Administer Account
  > Change Password
  > *Manage Subordinate Accounts*
> Reference Publications

> Set-up Security Access

3. Select your Provider ID/Service from the drop-down list.

4. Click **New Subordinate**.

The **Add New Subordinate** panel appears.

Subordinates Search

Select from the Provider dropdown to manage subordinates.

Provider * 000000000/A jdoe

Clear   Search

New Subordinate   Link Subordinate

Enter New Subordinate Information

Perform the following steps from the **Add New Subordinate** panel.

1. Enter the subordinate's information.

2. Select the available service you want the subordinate to have access to from the **Available Services** column.

3. Click the arrow pointing to the Assigned Services column to assign the service to the subordinate. You may assign as many available services as you choose.

4. Click **Submit**.

   Note: The system-generated username and password will appear on the confirmation message.

5. Repeat the process for additional subordinates. **A User Confirmation is generated for each subordinate.**

6. Log out of the POSC.

Note: Tell subordinates to watch for a Virtual Gateway New User E-mail and to use the link to change their password and answer security questions.

Important: You may now access provider services from the **POSC** directly without entering from the **Virtual Gateway**. We suggest that you bookmark (add to Favorites) the POSC home page.

Add New Subordinate

Last Name * `Doe`

First Name * `John`   Middle Initial `A`

Date of Birth * `10/22` (mm/dd – month and day only)

SSN * `4499` (last 4 numbers only)

Email Address * `johndoe@med.com`

Zip Code * `02110`

Please choose the services that this subordinate requires.

Available Services
```
View Provider Reports
Manage MMQ
Manage Referrals
Manage Sco and Pace Me
Manage Subordinate Acc
Provider Enrollment
```

Assigned Services
```
View Provider Reports
```

Cancel Service   **Submit**

Manage Subordinate Accounts

Confirmation

A new subordinate has been created for John Doe.

Use the following Username and Password:

Username   jdoe
Password   M1bNWAIT

If you require assistance or support related to this request, please contact Customer Support at 1-800-841-2900.

Close   **Add Another New Subordinate**